



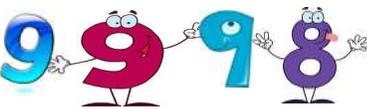
CBO DISPATCH

The “B” means BUSINESS

CBO Dispatch No.: NGA 16-027

Issue Date: July 18, 2016

Don't Know the
+ 4 Add-on Code
for the ZIP?

Use 



Recently, the Central Business Office (CBO) has seen an increase in the number of claims rejected because of an invalid Zone Improvement Plan (ZIP) code. Analysis of these rejections showed that the first five digits of the ZIP codes on the claims were valid, but the + 4 add-on codes were either missing or 0000.

In order to reduce the number of potential rejections related to invalid ZIP codes, staff must use the correct ZIP + 4 when entering client demographics and subscriber addresses into the Integrated Behavioral Health Information System (IBHIS) and when submitting alternative service location addresses on claims. When the + 4 add-on code is not known, staff can search for the correct add-on code on the United States Postal Service (USPS) website using the [Look Up a ZIP Code](http://www.usps.com) tool at <http://www.usps.com>. If the correct + 4 add-on code cannot be found, use **9998**.

The information in this CBO Dispatch is a change from and supersedes the instruction in [RMD Bulletin NGA 14-011 Use ZIP + 4 in IBHIS](#).

WE'RE WORKING FOR YOU...

If you have any questions or require further information, please contact CBO at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS

